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BPO Services in Canada

Industry Report | 2025-11-13 | 44 pages | MarketLine

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Report description:

BPO Services in Canada

Summary

BPO Services in Canada industry profile provides top-line qualitative and quantitative summary information including: market share, market size (value and volume 2019-24, and forecast to 2029). The profile also contains descriptions of the leading players including key financial metrics and analysis of competitive pressures within the market.

Key Highlights

- Business Process Outsourcing (BPO) services include revenues generated both from signed deals that remain under contract and the annual revenues associated with new contracts signed within a particular calendar year. The services include the outsourcing of functions such as customer relationship management, finance & accounting, human resources, knowledge process outsourcing, procurement, and vertical-specific processes. The total value of the market represents the demand for the service coming from a particular country.
- The Canadian BPO services market recorded revenues of $9.5 billion in 2024, representing a compound annual growth rate (CAGR) of 5.3% between 2019 and 2024.
- The vertical-specific BPO segment accounted for the market's largest proportion in 2024, with total revenues of $2.9 billion, equivalent to 30.3% of the market's overall value.
- In 2024, Canada accounted for a share of 7.0% of the North American BPO services market.

Scope

- Save time carrying out entry-level research by identifying the size, growth, major segments, and leading players in the bpo services market in Canada

- Use the Five Forces analysis to determine the competitive intensity and therefore attractiveness of the bpo services market in Canada
- Leading company profiles reveal details of key bpo services market players' global operations and financial performance
- Add weight to presentations and pitches by understanding the future growth prospects of the Canada bpo services market with five year forecasts by both value and volume

Reasons to Buy

- What was the size of the Canada bpo services market by value in 2024?
- What will be the size of the Canada bpo services market in 2029?
- What factors are affecting the strength of competition in the Canada bpo services market?
- How has the market performed over the last five years?
- Who are the top competitors in Canada's bpo services market?

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